- Evelyn Nunez took the second call from Sweeney which was handed to [redacted] [redacted] before it was given to Michael Woodward FBI BS 1634

Rahma Salie was 6 mos pregnant. She was with Ted Theodoridis

9/11 Personal Privacy

FBI contacted all next ~~to~~ of kin

Original typed statements of all Cary Employees in a 1A file including [redacted]
265D NY 280350 CE Serial 594

Three calls were made from flight 11 to Woodward's office. 1355, 18821 28820

Woodward 302 57614

Lee Hansen took notes that he gave to FBI →
Hansen call to 911 was recorded (Candee)

Shooting reference was on each flight. [redacted] was told by [redacted] on behalf of the Hansens that a flight attendant had been shot.

9/11 First Responder/Family Privacy

called his mother and his wife.

Brian Sweeney had left a message from his cell phone to his wife Julie! at 8:58 (personal)

Robert Combs was relaying information to FBI while Lisa was talking to Beamer

---

NY State Police Capt. John was on the phone with Joanne Makely (mother in law of Jeremy Glick). The mother in law was relaying info. that her husband was obtaining from Jeremy.

Ace Bailey tried to call his wife twice but didn't get through.

Hansens received two calls from Peter Burton Hanson on 175

---

another friend of the Hansons also said that a stewardess had been shot.

Sweeney talked to his mother and left a message for his wife.

---

a lot of bogus reporting - killed by glass shards etc.

a lot of emergency calls into 911 in PA
FBI has a CD of them - many eyewitnesses
to the crash. None reported another plane.

---

make sure you change to Lauren Grandcolas

Craig Marquis -> is the 302 that talks about
keying the mike so ATC could hear.

---

add Sandy Bradshaw's scalding water

9/11
Personal
Privacy

[redacted] and Belmer both talked to
Bradshaw. She talked to [redacted] first
and then Belmer.

✓ Grandcolas never said anything about a hijacking in her
answering phone message — message

Was there a transcript of the Jeremy Glick call?

Dan Lewin seems in IDF
FBI 302 11630 9/21/01

Have a 302 that explains the 4 minutes

- Minter who took the call from Ong.
Said that Ong said "I think we're getting
hijacked"

9/11 Personal Privacy

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/16/2001

CRAIG MARQUIS (MARQUIS), born [redacted] employed as Centre Manager, System Operation Control, AMERICAN AIRLINES (AA), 4601 Highway 360, Fort Worth, Texas 76155, [redacted], was interviewed at his place of employment. After being advised of the identities of the interviewing agents and the purpose of the interview, MARQUIS provided the following information:

On September 11, 2001, at approximately 7:25 a.m. Central Standard Time, MARQUIS received a telephone call from the number 3 flight attendant on board Flight 11, identified by the crew manifest as B.A. ONG (ONG), AA employee number 131804. This telephone call was initially received by NIDIA GONZALES, [redacted] an AA supervisor at the Raleigh Reservations Center in North Carolina. The call was transferred to central dispatch in Fort Worth, Texas, because there was a disturbance on board and the flight crew was not able to contact the cockpit. ONG wanted central dispatch to contact the cockpit. MARQUIS first confirmed that ONG was an AA flight attendant.

During this telephone call, ONG reported that there was a passenger on board who was armed with a knife. This passenger was seated in 10B and was identified as TOM ELSUQANI (phonetic). When MARQUIS first heard this, he thought that the knife might have been a Swiss army knife of some sort because it was not that uncommon for passengers to have these. ONG then informed MARQUIS that the passenger in seat 9B, DAVID LEWIN, had been fatally stabbed and that the number 1 flight attendant, K.A. MARTIN (MARTIN), AA employee number 307280, had been stabbed as well. MARTIN was in bad shape and was currently on oxygen. Besides these two individuals, the number 5 flight attendant, B. ARESTEGUI, AA employee number 167762, had been superficially wounded by the passenger with the knife.

In addition to these injuries, there were two men trying to gain access to the cockpit, and by this time, all passengers had been removed from first class. After the men gained access to the cockpit, ONG could hear loud arguing from the cockpit area. ONG also mentioned that there was something in the air that made it hard to breath. This

Investigation on 09/11/2001 at Fort Worth, Texas

File # 265A-NY-280350-302 Date dictated 09/16/2001

by SA [redacted] 9/11 Law Enforcement Privacy

telephone conversation lasted from approximately 7:25 a.m. until approximately 7:49 a.m.

There was no doctor on board Flight 11 to help the injured; as a result, MARQUIS wanted the aircraft to land at the next available airport. Because of the medical emergencies and the violence, MARQUIS intended for medical personnel and law enforcement to meet the aircraft as soon as it landed. MARQUIS had the flight tagged as a confirmed hijacking and contacted air traffic control (ATC) regarding the situation. MARQUIS informed the dispatcher, PEGGY HOUCK, of what was happening with Flight 11 and instructed her to contact the crew immediately and to perform a range analysis given the amount of fuel on the aircraft. ATC reportedly heard arguing over the microphone, hearing a statement to the effect of "either turn back or we'll kill you." The pilot apparently keyed the microphone at some point during these events thereby allowing ATC to hear part of what was happening. It was thought that these transmissions were recorded by ATC, in this case Boston ATC. During the time in which the telephone conversation occurred, the aircraft flew erratically and was descending in altitude. The transponder was turned off, but ATC was handling this flight as a confirmed hijacking and was attempting to track it.

9/11 Personal Privacy

Soon after ONG hung up the telephone, MARQUIS received a call from [redacted], an AA Ramp Manager at John F. Kennedy International Airport in New York, New York. [redacted] reported smoke coming from the World Trade Center and asked what was happening. Based upon his conversation with [redacted], MARQUIS figured the impact of Flight 11 was close to 7:49 a.m., corresponding to the end of the telephone call from ONG. [redacted] called again at approximately 8:10 a.m. and stated that the NEW YORK PORT AUTHORITY confirmed that both towers of the World Trade Center were on fire and that an AA aircraft was involved.

Although unsure, MARQUIS thought that his telephone conversation with ONG was recorded. He would ascertain whether the conversation was recorded and would notify the FEDERAL BUREAU OF INVESTIGATION regarding this. The number 9 flight attendant, M. SWEENEY, AA employee number 129043, telephoned the AA Flight Services Department in Boston, Massachusetts.

Regarding the hijacking of Flight 77, the aircraft had crashed before AA really knew that anything was happening on board. AA was concentrating on Flight 11 and did not realize the peril on Flight 77 until it was too late.

265A-NY-280350-302

MARQUIS provided a copy of his notes and a crew manifest for Flight 11, with notes on the manifest. See FD-340 envelope for these documents.

(Rev. 08-28-2000)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 09/14/2001

To: Counterterrorism
Investigative Services **Attn:** SIOC
New York

From: Denver
SQ. 8, Grand Junction Resident Agency (GJRA)
Contact: SA [redacted]

Approved By: [redacted]

Drafted By: [redacted]

9/11 Law Enforcement Privacy

Case ID #: 265D-NY-280350-DN (Pending)

Title: TWIN TOWER BOMBINGS;
PENTBOMB;
MAJOR CASE 182;
AOT - IT

Synopsis: FD-302 interview of Michael A. McNeil.

Administrative: Re Denver LCN DN 385.

Enclosures: For New York, an original and two copies of an FD-302, and an FD-340 (1A envelope) containing notes of an interview of Michael A. McNeil, on 9/13/2001.

Details: On 9/13/2001, Michael A. McNeil, date of birth (DOB) [redacted] 9/11 Personal Privacy advised on 9/11/2001, McNeil, a free lance television engineer (sports), was a passenger on United Airline (UAL) Flight 1523, from LaGuardia, New York Airport to Denver in seat 6A, when he overheard the flight communications from his plane, Cleveland Center and UAL Flight 93, sometime after 9:00 a.m. He had been listening with earphones since he departed. He had been in New York working the U.S. Tennis Open in Flushing Meadows, New York.

While listening, he heard that New York area airspace was closed. He heard two ten second bursts of unintelligible yelling and

altercation. Cleveland Center requested a repeat, identification, and began a roll call of aircraft in the area. He heard, "I" or "We have a bomb." Cleveland Center asked to repeat when another flight crew responded with, "He said he had a bomb." Cleveland Center began to instruct planes away from the area. The crew of his flight turned off the passenger monitoring system.

After 15 to 20 minutes, the monitoring system was activated. There was a different Cleveland Center air traffic control, because they were in a different sector. UAL Flight 1523 asked Cleveland Center if there was any news regarding UAL 93. Cleveland Center responded with a negative.

His plane was diverted to Chicago, and made an unusual approach. The flight arrived at approximately 10:00 a.m. Central Time. The plane taxied to an empty space and sat for an hour before the passengers could deplane. He rented a car from Hertz and drove to Grand Junction, Colorado, to return the car.

LEAD (s):

Set Lead 1: (Adm)

ALL RECEIVING OFFICES

Read and clear.

CC: 1 - 9/11 Law Enforcement Privacy

♦♦

9/11
Personal
Privacy

9/13/2001

Michael A. McNeil, date of birth (DOB) [redacted] Social Security Account Number (SSAN) [redacted] contacted the Federal Bureau of Investigation (FBI) Grand Junction Resident Agency (GJRA) from the Walker Field Airport, 2828 Walker Field Drive, Grand Junction, Colorado 81506, (970) 244-9100. After being advised of the identity of the interviewing Agent, McNeil provided the following information:

On September 11, 2001, McNeil, a free lance television engineer (sports), was a passenger on United Airline (UAL) Flight 1523, from LaGuardia, New York Airport to Denver in seat 6A, when he overheard the flight communications from his plane, Cleveland Center and UAL Flight 93, sometime after 9:00 a.m.. He had been listening with earphones since he departed. He had been in New York working the U.S. Tennis Open in Flushing Meadows, New York.

While listening, he heard that New York area airspace was closed. He heard two ten second bursts of unintelligible yelling and altercation. Cleveland Center asked for a repeat and identification. Cleveland Center began a roll call of aircraft in the air space. He next heard what sounded like, "I" or "We have a bomb." The pilot or co-pilot on UAL 93 must have had keyed open the microphone. Cleveland Center said, "Come back." A Continental flight crew member responded with an interpretation, "He said he had a bomb." Cleveland Center began to instruct planes away from the area. The crew of his flight turned off the passenger monitoring system.

After 15 to 20 minutes, the monitoring system was activated. There was a different Cleveland Center air traffic control, because they were in a different sector. One of the UAL 1523 flight crew asked Cleveland Center if there was any news regarding UAL 93. Cleveland Center responded with a negative.

His plane was diverted to Chicago, and made an unusual approach. The flight arrived at approximately 10:00 a.m. Central

9/13/2001 Grand Junction, CO (telephonically)

265D-NY-280350-DN 9/13/2001

SA 9/11 Law Enforcement Privacy

Time. The plane taxied to an empty space and sat for an hour before the passengers could deplane. He rented a car from Hertz and drove to Grand Junction, Colorado, to return the car.

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY **Date:** 09/15/2001

To: COUNTERTERRORISM **Attn:** [redacted]

From: COUNTERTERRORISM

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 265D-NY-280350-HQ (PENDING)

Title: MULTI-STATE BOMBING

9/11 Law Enforcement Privacy

Synopsis: ICF #: HQ45

Details:

INFORMATION CONTROL FORM

Control Number: HQ45

Priority: PRIORITY Classification: UNCLASSIFIED

Method of Contact: Telephone/Radio

Source: SSA [redacted]

Affiliation: FBI-SF DIVISION

Phone Number: [redacted]

Information Received Date: 09/11/2001 Time: 12:45 PM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: REPORTING CELL CALLS MADE TO PEOPLE IN SF DIVISION FROM FLIGHT #93.
#1- EMPLOYEE DEENA BURNETT, SAN RAMON CALIFORNIA, RECEIVED 3-5 CALLS FROM HER HUSBAND, THOMAS BURNETT, ON UAL93, NY TO SF. IN CALL 1, HE TOLD HER THE FLIGHT HAD BEEN HIJACKED AND A PASSENGER HAD BEEN KNIFED. CALL 2, 10 MINUTES LATER, SAID SUBJECTS IN COCKPITWITH GUNS. HE ASKED IF OTHER

FLIGHTS HAD BEEN HIJACKED. CALL 3 STATED THAT KNIFED PASSENGER WAS DEAD AND THE HIJACKERS IN THE COCKPIT WERE TALKING ABOUT FLYING INTO THE GROUND. CALL 4 STATED THINGS WERE GOING BAD AND HE AND OTHER PASSENGERS WERE THINKING ABOUT TAKING ACTION. NO FURTHER CONTACT.
#2- EMPLOYEE ALICE HOAGLAND RECEIVED CALL EARLY THIS MORNING, 6AM, HER COUSIN, MARK BINGHAM, ON FLIGHT #93. HE ASKED TO SPEAK TO HIS WIFE, WHO WAS AT THE HOAGLAND RESIDENCE. HE TOLD THEM THAT THE PLANE WAS HIJACKED AND THE HIJACKERS SAID THEY HAD A BOMB. HE WANTED TO TELL HIS WIFE THAT HE LOVED HER.

Event Date: Time:

References:

Categories:

Event Reviewed By: [ ] 9/11 Law Enforcement Privacy

Lead Required?: YES

LEAD (s):

Set Lead 1:

COUNTERTERRORISM

AT WASHINGTON, DC

Lead Control Number: HQ45
Assigned To "[redacted]" on 09/12/2001 at 6:15 PM

COPY GIVEN TO INTELL.

9/11 Law
Enforcement Privacy

◆◆

9/11 First Responder/Family Privacy

09/21/2001

On September 18, 2001, Anne E. Lewin, DOB [redacted] was interviewed at her home, [redacted] along with her mother-in-law, Dr. Peggy Lewin, by SA [redacted] of the Federal Bureau of Investigation and Trooper [redacted] of the Massachusetts State Police, regarding the death of her husband, Daniel Mark Lewin, DOB 05/14/1970, POB Denver, Colorado, Social Security #523-06-1354, a passenger on American Airlines flight #11. After being advised of the identities of the interviewing law enforcement officers, by display of credentials, she provided the following information:

On the morning of September 11, 2001, Daniel Lewin drove his 2001 Lexus RX300, Massachusetts license plate "LEWAN," from his home to Logan Airport in Boston, Massachusetts, to make a 7:30 AM flight. His secretary, Elizabeth Nettles, made the reservation on American Airlines flight #11 from Boston, Massachusetts to Los Angeles, California on Friday September 7, 2001. Lewin was traveling to Los Angeles, California on Tuesday, September 11, 2001 then to San Francisco, California on Wednesday, September 12, 2001 and then returning to Boston, Massachusetts on Thursday, September 13, 2001.

Daniel Lewin was traveling for his company, Akamai Technologies, which is located at 500 Tech Square, Cambridge, Massachusetts, next to the MIT Campus. The purpose of the trip was to sign a $400 million deal with Veritas, a company in California, which would make Akamai profitable.

Anne Lewin did not speak to her husband, after he left the family home. She had no contact with him immediately before or after he boarded the flight.

9/11 Law Enforcement Privacy

Daniel Lewin was described as follows:

Height:	5'10"
Weight:	185 lbs.
Build:	Heavy, large wide shoulders, small waste

09/18/2001 Newton, MA

265D-NY-280350 09/21/2001

SA [redacted]

Eyes:	Blue, with a yellow circle inside
Hair:	Blonde, light brown, no facial hair
Scars, Marks, or Other Marks:	Bad chicken pox scars on back

Daniel Lewin had short fingernails, with no polish. He also had recent injuries to his left shoulder and left little finger. His earlobes were attached.

At the time of his demise, Daniel Lewin was wearing jeans and greyish Nike sneakers with a dark green or blue green t-shirt. He had on a Swatch Titanium watch and had a set of keys with the Lexus symbol on his key ring. He also had a wallet that contained his American Express card, his Platinum Visa card, his Massachusetts driver's license, cash in bills and business cards. He carried a "Blackberry" palm pilot type of mini-computer which he used to send e-mails from his e-mail address danny@akamai.dot and a Noikia cell phone in blue with telephone number (617) 250-3004.

His luggage for the flight consisted of two black, fabric duffel bags, approximately 18 inches wide by 12 inches high. He packed in these bags a computer of indefinite make and model, jeans and/or khakis, and possibly one jacket. He carried a purple fabric, zippered toiletry bag containing Gilette blades and shaving gel.

Daniel Lewin was an Israeli citizen, as well as being a United States citizen. As a result, he served in the Israeli Army from 1988-1991, under the name of Daniel Levin. The Israeli Army maintains detailed records of all enlistees, including dental records and fingerprints.

Daniel Lewin utilized the MIT Dental Services, in Boston, Massachusetts, three years ago. This dental group can be contacted to obtain more recent medical records.

Daniel Lewin is survived by his mother and father, in addition to his wife. Lewin's mother is a physician in Israel.

His parents can be contacted in Jerusalem, Israel at the following telephone numbers:

Home 9/11 First Responder/Family Privacy
Work

9/11
Personal
Privacy

10/27/01

On 10/24/01, [redacted] manager in the call center for VOICESTREAM, work telephone [redacted], was contacted telephonically by interviewing agent. After being advised of the identity of the interviewing agent and the nature of the interview, she provided the following information:

About a month ago, [redacted] received an E-mail from the process manager at VOICESTREAM addressing a customer request that [redacted] failed to respond to. [redacted] stated that she had never seen the request before, and contacted the subscriber immediately to apologize for the delay. [redacted] stated that ANNE LEWIN, a cell phone subscriber with VOICESTREAM, requested a voicemail message be retrieved from her phone and recorded. LEWIN's husband was a passenger on one of the highjacked flights on 9/11/01 and had left LEWIN a message a few days before. LEWIN told [redacted] she wanted the message as a keepsake. [redacted] explained to LEWIN that she would attempt to retrieve and record the voicemail, but would have to have access to LEWIN's voicemail password in order to do this. LEWIN provided this information to [redacted], but kept stressing that confidentiality was very important to her. [redacted] stated that LEWIN was very soft spoken and spoke with an accent.

[redacted] stated that her boss was reluctant to have [redacted] access this voicemail message, given the events on 9/11/01, but finally agreed that [redacted] could do this.

[redacted] retrieved the voicemail from LEWIN's husband left on 9/9/01. The message was a few minutes long and was in a foreign language. [redacted] was surprised that the message was in a foreign language and became concerned when she realized that LEWIN was from Boston. [redacted] reviewed LEWIN's call history and saw many international calls had been made in the days before 9/11/01. On 9/11/01, there were almost no calls made. This struck [redacted] odd since she felt that LEWIN would have made numerous calls, given the fact that her husband had been on one of the highjacked flights.

10/24/01 New York, New York (telephonically)

265A-NY-280350

SA 9/11 Law Enforcement Privacy

9/11 Personal Privacy

265A-NY-280350

[redacted] 10/24/01 2

[redacted] reviewed LEWIN's customer file and there was a note in the file indicating that LEWIN called and stated she wanted a recording of the voicemail message because a friend wanted it.

[redacted] notified her supervisors about her concerns and they advised her that they did not wish to notify anyone. On her own accord, [redacted] gave this information to a friend, whose husband worked for the New Mexico Public Safety Department. [redacted] believed that her friend's husband would have contacts within the FBI who he could pass this information to.

[redacted] made a copy of the voicemail message for herself. She agreed to provide this to interviewing agent.

[redacted] gave the following subscriber information concerning LEWIN:

ANNE LEWIN

[redacted] 9/11 First Responder/Family Privacy

265A-NY-280350

9/11 Personal Privacy

10/24/01 3

Control number 13696
Lead number 4609

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 11/25/2001

To: ATLANTA

From: ATLANTA

Approved By: [redacted]

Drafted By: [redacted]

9/11 Law Enforcement Privacy

Case ID #: 265A-NY-280350-AT (PENDING)

Title: PENTTBOMB;
MAJOR CASE 182

Synopsis: ICF #: AT4888

Details:

INFORMATION CONTROL FORM

Control Number: AT4888

Priority: ROUTINE Classification: UNCLASSIFIED

Method of Contact: Telephone/Radio

9/11 Personal Privacy

Source: [redacted]

Affiliation:

Phone Number: [redacted]

Information Received Date: 09/15/2001 Time: 10:50 PM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: [redacted] RECEIVED A MESSAGE ON HER ANSWERING MACHINE ON 09/11/2001, AT APPROXIMATELY 09:10 AM. THE MESSAGE CONTAINED THE STATEMENTS ''PLEASE PICK UP,'' ''WE'RE ALL RIGHT,'' A DISTORED NAME, ''WE LOVE YOU,'' AND POSSIBLY ''THEY'VE GOT KNIVES''. SHE HAS SAVED THE MESSAGE. SHE DID NOT SAVE THE CALLER-ID INFORMATION, BUT SHE BELIEVES IT WAS FROM A LOUISVILLE CELL PHONE. [redacted] THINKS IT MAY BE A

9/11 Personal Privacy

VICTIM TRYING TO REACH A FAMILY MEMBER. [redacted] HAS TURNED HER DIGITAL ANSWERING MACHINE OFF TO SAVE THIS MESSAGE.

Event Date: 09/11/2001 Time: 9:10 AM

References:

Categories: 800 NUMBER PASSENGER
TIME LINE INFORMATION VICTIM

Event Reviewed By: [redacted]

9/11 Law Enforcement Privacy

Lead Required?: NO

◆◆

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

9/11 Personal Privacy

Date of transcription 06/11/2002

PHYLLIS JO JOHNSON, Verizon Airfone Customer Service Representative, home address [redacted] was interviewed at her place of employment, 2809 Butterfield Road, Oak Brook, Illinois, work phone [redacted]. After being advised of the agent's identity and the nature of the interview, JOHNSON provided the following information:

As a part of her normal duties, JOHNSON answered a phone call at approximately 8:40 a.m. Central time, September 11, 2001. Her computer screen indicated that this call originated aboard a flight operated by United Airlines. JOHNSON and her coworkers were aware of the commercial aircraft impacts at the World Trade Center. She greeted the caller who in turn identified himself as TODD BEAMER. BEAMER advised that his flight was being hijacked. He saw two people with knives and stated further that "we think we saw someone entering the cockpit." JOHNSON concluded that this person was in addition to the two people with knives.

BEAMER remained very calm and courteous while conveying this information. Furthermore, JOHNSON recalls an absence of the usual background sounds created by the activity and conversations of other passengers. Because of his professional demeanor, JOHNSON asked BEAMER if he was a pilot to which he responded in the negative. JOHNSON asked him to hold while she conferred with her supervisor. LISA JEFFERSON, JOHNSON's supervisor, was in the room at the time. JACKSON proceeded to advise JEFFERSON of the hijacking report while keeping BEAMER on hold. JEFFERSON directed JACKSON to obtain/confirm the caller's identity as well as the flight number, origin, and destination in order to provide it to law enforcement officials. JOHNSON estimates this hold period to be less than two minutes.

JOHNSON returned to BEAMER with the directed queries. BEAMER restated his identity and as JOHNSON recalls, advised that he was aboard United flight 99 originating in Newark and landing in San Francisco. After providing the requested information, BEAMER asked if he could be connected with his wife, or if that was not possible, if a message could be passed to his wife telling her that he loved her. In order to pass the information needed by JEFFERSON, JOHNSON placed the call on hold for a period less than thirty seconds. JOHNSON continued

Investigation on 06/05/2002 at Oak Brook, Illinois

File # 265A-NY-280350-302 Date dictated 06/11/2002

by SA 9/11 Law Enforcement Privacy

302 115861

265A-NY-280350-302

conversing with BEAMER for a short period, after which, JEFFERSON relieved her on the call. An interview of JEFFERSON is documented in 265A-NY-280350-OUT, serial 3255.

JOHNSON recalls the total period of time she spent either speaking with BEAMER or conferring with JEFFERSON to be less than ten minutes. She estimates placing BEAMER on hold three times during her period on the call, once for less than two minutes and twice for less than thirty seconds. She does not recall any description from BEAMER regarding the clothing or ethnicity of the hijackers during their exchanges.

Of further note, a print of the computer screen containing administrative information regarding the call was made when the call was disconnected. This information was to be passed to the engineering department in order to determine where the call was made on the aircraft.

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

JANE ALLEN, Vice President Flight Services, American Airlines (AA), AA Flight Academy, Systems Operations Center, 4601 Hwy 360, Fort Worth, Texas 76155, after being apprized of the identity of the interviewing agent, provided the following information:

On 09/11/2001, MS. ALLEN conducted a flight service system conference call. During the call MICHAEL WOODWARD, AA Flight Services Manager, Boston, told her that he received a telephone call from AA flight 11. The caller was flight attendant AMY SWEENY. According to WOODWARD, SWEENY's call came from either a cell telephone or an air phone on the aircraft.

The call from SWEENY was initially received by EVY NUNEZ, manager on duty at AA Boston. NUNEZ became very distraught early in the conversation; WOODWARD took over the call from NUNEZ.

SWEENY told WOODWARD that the flight had been hijacked and the number one flight attendant had been stabbed. The number one flight attendant was in the first class section of the aircraft. The number five flight attendant had also been stabbed in the business class section of the aircraft. According to SWEENY, the number five attendant's injury was not life threatening. SWEENY also relayed that one hijacker cut the throat of a passenger in business class. That passenger was believed to have died as a result of his wound.

SWEENY believed there were three hijackers in the business class section of the aircraft. All three hijackers were of Middle Eastern decent. At least one of the hijackers spoke English very well. The hijackers occupied seats number 9B, 9E, 9G, and 10C.

SWEENY described the atmosphere in the aircraft as calm while the hijacking was carried out. At one point, the hijackers gained access to the cockpit of the aircraft. SWEENY further relayed to WOODWARD that after the hijackers entered the cockpit, the plane changed direction and began to descend rapidly. During the descent phase, SWEENY attempted to contact the cockpit; she did not get a response.

Investigation on 09/11/2001 at FORT WORHT, TEXAS

File # 265D-NY-280350, 265D-HQ-1348101, 265D-WF-222811

Date dictated 09/12/2001

by SS 9/11 Law Enforcement Privacy

302 47851

265D-HQ-1348101,265-WF-222811,265D-NY-280350

WOODWARD asked SWEENY if she could tell where they were. SWEENY responded "I see water; I see buildings. Oh my God; Oh my God." No furhter communication was received from SWEENY; the telephone call ended.

MICHAEL WOODWARD can be contacted at telephone number (617) [redacted]. KELLY COX, American Airlines Base Manager, Logan Airport, may have additional details regarding communication between SWEENY and WOODWARD. She can be contacted at telephone number (617) [redacted]

JANE ALLEN is further described as follows:

Sex:	Female
Race:	White
Telephone number:	(W) [redacted]
	(H)
	(C)

9/11
Personal
Privacy

09/12/2001

MICHAEL WOODWARD, Flight Service Manager, American Airlines (AA), was contacted at the American Airlines administrative office at Logan Airport, Boston, Massachusetts.
After being advised of the personal and official identities of the interviewing Agent and the identity of Sergeant [redacted] Massachusetts State Police (MSP), WOODWARD provided the following information:

WOODWARD stated he is a flight service manager for American Airlines in Boston, Massachusetts. His job duties are to manage the flight crews on American Airlines flights.

On September 11, 2001, WOODWARD came to work at Logan Airport at 6:45 AM. WOODWARD was one of three managers on duty in the AA office. Sometime after 8:00 AM, EVELYN NUNEZ, one of the other managers, told him that two flight attendants had been stabbed and were administered oxygen. NUNEZ stated the plane was at Gate 32 and he went with BETH WILLIAMS to see if the plane was still there. They went to the gate, realized the flight had left and came back downstairs. Upon returning to the flight service office, WOODWARD learned that the call between NUNEZ and the flight attendant had been disconnected.

9/11 Law Enforcement Privacy

Shortly thereafter, the AA flight attendant AMY SWEENEY called on the airphone from Flight 11 and stated the flight had been hijacked. SWEENEY told WOODWARD the #1 attendant (KAREN MARTIN) and the #5 attendant (BOBBY ARUSTIGUE) has been stabbed. SWEENEY also stated that a business class passenger was stabbed and a doctor and nurse were caring for him. SWEENEY stated that three (3) hijackers gained access to the cockpit and the flight crew could not gain access or communicate with the pilots or the cockpit.

The hijackers were sitting in seats 10B, 9C, and 9G or 9D and 9G. SWEENEY described the hijackers as three Middle Eastern males. One of the males spoke good English and another spoke poor English.

09/11/01 Boston, MA

265A-NY-280350-302 09/11/01

SA [redacted]

As the conversation continued, SWEENEY told WOODWARD the gentleman in business class is not going to make it because his throat is slashed and he is bleeding severely. She said that she did not think the captain was flying the plane. SWEENEY described how they were flying low over the water, then said "OH my God" and the call was terminated.

Before the plane crashed, SWEENEY stated that AA flight attendant, BETTY ONG, was in the last row of the coach section talking to someone on the air phone.

WOODWARD took notes while he was talking to SWEENEY which he signed and dated and gave to the interviewing Agent.

The following identifying information was obtained from WOODWARD:

NAME: MICHAEL WOODWARD
DATE OF BIRTH:
SSAN:
ADDRESS:

MASSPORT ID#:
AA ID#:

9/11 Personal Privacy

9/11
Personal
Privacy

—

09/14/2001

[redacted] Born [redacted], Social Security Account Number [redacted] American Airlines (AA) employee # [redacted], was interviewed with Massachusetts State Trooper [redacted] at her place of employment, American Airlines, Logan Airport, Boston, MA. She resides at [redacted] After being apprised of the official identities of the contacting agents, and the nature of the interview, she voluntarily provided the following information:

[redacted] advised she worked the gate for AA Flight 11. She said she boarded the passengers for this flight. She worked a 5:00 A.M. to 10:00 A. M. shift on September 11, 2001. She described this flight as normal because there were no problems except for one passenger who was running late. This passenger was RICHARD ROSS. ROSS told [redacted] that this was the worse day of his life as he had encountered so much traffic en route to Logan Airport. [redacted] advised the ticket person at AA counter upgraded ROSS from business class to First Class for this flight. She said ROSS was the last person to board Flight 11. She did not observe any suspicious people at the gate. She said there were nine First Class passengers, 19 Business Class passengers, and 53 passengers rode in Coach.

[redacted] advised everything went smooth for this flight. Everyone was quiet and there was no fighting or bickering of passengers in the gate area for this flight. She said three or four passengers flew standby on this flight. [redacted] remembers most of the passengers as white and does not remember the ethnically of the other passengers. She said there were no children passengers on this flight.

[redacted] did not observe any suspicious people or notice anything out of the ordinary.

9/11 Law
Enforcement
Privacy

09/11/2001 Boston, MA

265D-NY-280350 09/14/2001

SA [redacted]

FEDERAL BUREAU OF INVESTIGATION

Precedence: IMMEDIATE **Date:** 09/13/2001

To: Director's Office **Attn:** SIOC
New York
Boston
Dallas
Newark
Pittsburgh
Washington Field

From: Charlotte
Raleigh Resident Agency
Contact: SA 9/11 Law Enforcement Privacy

Approved By: 9/11 Law Enforcement Privacy

Drafted By:

Case ID #: 265D-NY-280350-CE (Pending)

Title: TWIN TOWERS BOMBING;
PENTBOM
MULTISTATE BOMBING
MAJOR CASE 182

Synopsis: To relay information on captioned bombing pertaining to American Airlines (AA) Flight 11 which departed from Boston on 09/11/2001. Reference is made to 265D-NY-280350-187, Dallas lead control number DL267; Charlotte lead control numbers CE66 and CE 233.

Reference: 265D-NY-280350 Serial 187

Administrative: Receiving offices should note that original evidence obtained by the Charlotte Division is being retained by the Charlotte Division. The following items are in evidence in the Charlotte Division:

1. A 1B containing:

   A) an original CD ROM recording of AA flight 11 flight attendant (FA) Betty Ong's telephone call to AA Reservations in Cary, North Carolina, in a WAV format.

B) an original CD ROM recording of AA flight 11 FA Betty Ong's telephone call to AA Reservations in Cary, North Carolina, in both a Rockwell Industries format and in WAV Format.

2. A 1B containing an original CD ROM recording of a telephone call to AA Reservations Office in Cary, North Carolina, from Customer [redacted] made on 09/11/2001.

3. A 1B envelope containing the following items from AA Reservation Center:

9/11 Personal Privacy

A) original handwritten statement of Winston Sadler.

B) original typed statement of Ray C. Scott (unsigned).

C) original handwritten statement of [redacted]

D) original typed statement of Nydia E. Gonzalez.

E) original typed statement of Ray C. Scott (signed).

F) original statement of Vanessa D. Minter.

G) original typed statement of Vanessa D. Minter.

H) original typed statement of Winston Sadler.

I) computer printout of passenger Mohamed Atta.

J) computer printout of passenger Satam Al Suqami.

K) computer printout of upgrades for AA Flight 11 on 09/11/2001.

L) computer printout of passenger list for AA Flight 11 printed at 9:07

M) computer printout of passenger list for AA Flight 11 dated 09/11/2001.

4. A 1B containing one original 4mm DDS 90 tape containing the following information: Snap shots of automated call distribution system as of 0130EST,

9/13/01, containing ACD Operation System and ACD configuration settings.

Enclosure(s): Enclosed for all receiving offices is one copy each of the following:

1. FD-302 reflecting interview of AA Reservations Supervisor Ray Cornell Scott, dated 09/12/2001.

2. FD-302 reflecting interview of Larry David Yarbrough, Technical Support for AA in Cary, North Carolina, employed by Rockwell Electronic Commerce, dated 09/11/2001.

3. FD-302 reflecting interview of Troy Wreggelsworth, Systems Analyst for AA, Cary, North Carolina, concerning a telephone call from citizen D. Woolbright, dated 09/12/2001.

4. FD-302 reflecting interview of Troy Wreggelsworth, Systems Analyst for AA, Cary, North Carolina, concerning a telephone call from Flight 11 at approximately 8:20 A.M. on 09/11/2001.

5. FD-302 reflecting interview of Troy Wreggelsworth, Systems Analyst for AA, Cary, North Carolina, concerning background information, dated 09/11/2001.

6. FD-302 reflecting interview of Nydia E. Gonzalez, AA Reservation Operations Specialist, dated 09/12/2001.

7. FD-302 reflecting interview of Vanessa Dias Minter, AA International Reservation Agent, dated 09/12/2001.

8. FD-302 reflecting interview of Kip Hamilton, Managing Director of Reservations, AA, dated 09/11/2001.

9. FD-302 reflecting interview of Winston Courtney Sadler, AA International Resolution Desk Employee, dated 09/12/2001.

10. FD-302 reflecting a transcription of four minutes of an approximate twenty-five (25) call from AA Flight 11, FA Betty Ong, to the Southeastern Reservations Center (SERO) on 09/11/2001, at approximately 8:20 A.M.

11. FD-302 reflecting a transcription of a telephone call received by the AA SERO from citizen [redacted] on 09/11/2001.

12. FD-302 reflecting second interview of Larry David Yarbrough providing detailed times for FA Ong's telecall.

13. FD-302 reflecting interview of [redacted], AA Reservations Agent, dated 09/13/2001.

14. FD-302 reflecting interview of Troy Wreggelsworth with negative results, dated 09/12/2001.

Being sent under separate cover at a future date will be the original FD-302s listed above as well as the following:

9/11 Personal Privacy

1A envelope containing work copy in CD ROM format of recording of telephone call from FA Betty Ong on AA flight 11 on 09/11/2001.

1A envelope containing original interview notes for interview of Ray Cornell Scott.

1A envelope containing original interview notes for interview of Vanessa Dias Minter.

1A envelope containing work copies in CD ROM format of recording of telephone call from citizen [redacted] to AA on 09/11/2001.

1A envelope containing original interview notes for interview of Winston Courtney Sadler.

1A envelope containing original interview notes for interview of Troy Wreggelsworth.

1A envelope containing AA Activity Reports for Minter and Sadler showing exact times for FA Ong's telecall.

1A envelope containing original interview notes for interview of Larry David Yarbrough.

1A envelope containing original interview notes for interview of Kip Hamilton.

1A envelope containing original interview notes for interview of Nydia E. Gonzalez.

1A envelope containing original interview notes for interview of [redacted]

Details: The following information is coverage of lead control number DL267; CE66; and CE233.

The following investigation in the Charlotte Division revolved around a telephone call from AA Flight 11, FA Betty Ong, to the AA Southeastern Reservation Center (SERO), 500 Gregson Drive, Cary, North Carolina 27511, at approximately 8:20 A.M. on 09/11/2001, while the flight was being hijacked.

At approximately 8:20 A.M. on 09/11/2001, an AA International Reservation Agent located at the Cary, North Carolina, facility, received a telephone call from FA Betty Ong on Flight 11 from Boston. Minter's recollection of the actual time of the call differs from records retrieved from the AA telephone system. Times in this EC are estimated using the knowledge obtained from the records custodian of AA rather than the witnesses interviewed. Minter recalls that the first words from Ong were that she thought the plane she was flying on was being hijacked. Minter immediately contacted her superior, Winston Sadler. Sadler advised Minter to transfer the call to him. This allowed both Sadler and Minter to be on the line. As soon as Sadler received the call, he immediately activated AA emergency recording button which allowed Operations Manager Nydia Gonzalez to also moniter the telephone call. **This telephone call was recorded for four (4) minutes before the system automatically shut off the recording from a pre-programmed timer default computer setting.** The four (4) minute recording has been retrieved by the Charlotte Division and placed into evidence. Transcription of the recording is enclosed with this EC. The recording itself does not contain details as to the identities of the hijackers. All individuals monitoring this telephone conversation have been interviewed and FD-302s are enclosed with this communication. A fourth individual, Ray Cornell Scott, the manager on duty at the time of the call, also participated in the telephone call. The recording of the telephone call began at precisely 8:20 A.M., EST. The telephone call ended at approximately 8:44 A.M., EST. All participants in the telephone call at the AA SERO were asked by their superiors to write a handwritten statement contemporaneous with the event. Originals of these statements are being held as evidence in the Charlotte Division. Copies of these statements were previously provided to SIOC by the Charlotte and Dallas Divisions.

During the telephone call, FA Betty Ong advised the participants that she was on Flight 11 having left Boston and that individuals on the plane were in the cockpit. Ong also advised that FA's number 1 and 5 had been stabbed. Ong did not identify the

weapons. Ong identified herself as the number 3 FA seated in the rear of the plane. It should be noted that the number 1 and number 5 FA's are located in the first class portion of the airplane. It should also be noted that Flight 11 is believed to have been a Boeing 767 designed to have a first class, a business class and a coach class separated by bulkheads. Ong advised that an individual was stabbed by the hijackers who appeared to be one of the passengers. During the conversation, she identified that individual as the passenger in seat 9B. Sadler identified the passenger as Daniel Lewin, according to flight manifest. Ong and individuals on the plane were able to administer oxygen to FA Number 1 and FA Number 5 appeared to be sitting next to Ong at points of the conversation. During the conversation, Ong identified the passengers in 2A, 2B, and 10B as participating in the hijacking. Ong also advised that something had been sprayed in the cabin that she believed to possibly be mace, which was making it difficult to breath. Ong repeatedly made calls for the individuals talking to her to pray for her, and would state, "Oh my God, oh my God" at certain times. Ong stated the airplane was flying erratically on several occasions and stated the airplane was descending at certain times. During the conversation, the telephone signal would fade in and out making the conversation difficult but the telephone call was never lost completely for the 25 minutes that it lasted. Ong did not give a description of the hijackers she had identified by seat number. Ong did state that she could not raise the flight crew in the cockpit and no announcements had been made over the PA system aboard the plane. Ong had stated that the first class passengers and the business class cabin passengers had moved to the coach area in order to help with breathing. Ong was heard to state by Gonzalez "Oh God, oh God, what is going on!" and the call ended.

Passenger manifest identified passenger 2A as **WAIL ALSHEHRI**. Passenger 2B was identified as **WALEE ALSHEHRI** and passenger in 10B was identified as **SATAM AL SUQAMI**. **AL SUQAMI** apparently purchased only a one-way ticket on Flight 11. Another passenger, who is not mentioned by FA Ong, **MOHAMED ATTA**, who sat in seat 8D, also purchased a one-way ticket on Flight 11. Kip Hamilton, Operations Manager for the AA SERO, advised that the flight phones onboard Flight 11 were maintained by AT&T Digital. Telephone calls from FA's are able to be routed to the SERO directly by dialing either *077, *055, or *044. Hamilton assumed that is how the phone call came in to this reservation center from FA Ong, since Ong would be extremely familiar with these "*" telephone numbers. However, Hamilton has advised that AT&T Digital reported to AA that they have no record of such a call being utilized on that system. Hamilton stated her only other explanation for this telephone call being able to arrive to the SERO would be for FA Ong to have used a privately owned cellular telephone or the flight phone to call the 1-800-433-7300 reservations numbers and then she was randomly routed to one of

9/11 Law Enforcement Privacy

seven (7) call centers throughout the United States and randomly landed at the AA SERO in Cary, North Carolina. It should be noted that Manager Kip Hamilton relayed copies of all original documentation to their Dallas Security Headquarters where they turned copies over to the FBI in Dallas Division. It should be noted that original versions of the telephone conversation from FA Ong are in evidence with the Charlotte Division that the system's copy on hard media directly from the computer system owned and operated by AA has also been put into evidence in the Charlotte Division.

AA flight manifest for Flight 11 indicate that **WALEE ALSHEHRI** and **WAIL ALSHEHRI** were TWA frequent flyer club members. TWA was recently obtained by AA and thus AA honors TWA frequent flyers. AA Manager [redacted] at AA Dallas, Texas Headquarters, Direct Telephone Number [redacted] would have all frequent flyer information and records.

AA automatically records a random number of calls for Customer Service quality control. The SERO system was checked to see if FA Ong's call had been captured in this fashion with negative results.

9/11 Personal Privacy

While investigating the telephone call from FA Betty Ong, Hamilton advised of a second call that the Operations Center had received on 09/11/2001. Sometime during the day after the media had reported the terrorist attacks in New York and Washington, the SERO received a telephone call from customer [redacted] telephone number [redacted], complaining that her father, [redacted], had flown on Flight 2076, on 09/09/2001, from Dallas-Fort Worth to Portland, Oregon. [redacted] advised that sometime during that flight a small plastic bag full of fuses and a five(5) page facsimile written in Arabic had been placed into [redacted]'s luggage. The Charlotte Division followed up on captioned matter and was advised that SA [redacted], telephone number [redacted] of the Portland Division, had already been in contact with Mrs. [redacted] for a full interview. The original telephone recording from [redacted] was taken as evidence by the Charlotte Division and is being retained as such in the Charlotte Division. A transcript of the telephone call from [redacted] is enclosed with this communication. Again the transcript of the entire conversation is not complete in that the recording only lasted the first four (4) minutes as previously pre-determined by the computer system at AA.

Also, discovered during captioned investigation was information from AA Reservation Agent [redacted] was fully interviewed concerning a telephonic reservation she took about three weeks ago from a male individual with a Middle Eastern accent. [redacted] if of Arabic origin and felt she could identify a Middle Eastern accent. This individual made two, one-way morning flight first class

reservations from Boston to Los Angeles. This individual inquired as to what type of aircraft would be used on this flight. This individual made reservations for two passengers having the same last name. This individual gave a credit card number for payment. This individual then made another reservation from an unrecalled East Coast city to an unrecalled West Coast city. [redacted] could recall no further details. [redacted] could not recall whether the above mentioned reservations had been made on Flight 11. [redacted] did not report this call to supervisor at the time. SERO records of these reservations have been transferred to the AA Dallas, Texas Headquarters.

Leads set in serial 187 of captioned matter for Cary, North Carolina, Charlotte Division, should be considered covered.

9/11 Personal Privacy

FD-302 (Rev. 10-6-95)

Minter who took the call from Ong said "we're being hijacked"

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

RE: LEAD CONTROL NUMBER: DL267 AND CE66

VANESSA DIAS MINTER was interviewed at the American Airlines Southeastern Reservations Center, 500 Gregson Drive, Cary, North Carolina 27511, telephone number [redacted] MINTER is an International Reservation Agent for American Airlines and has been so employed for one year. Also present during the interview was MINTER's husband, CRAIG ALAN MINTER. After being advised of the identity of the interviewing agent and the nature of the interview, VANESSA MINTER provided the following information:

9/11 Personal Privacy

MINTER advised that she was born on [redacted] His SSAN is [redacted] CRAIG MINTER is a white male. The MINTERS returned to the United States approximately one year ago after spending the previous 12 years in Japan. VANESSA MINTER worked in the finance office for the United States Department of Defense in Camp Zama, Japan. CRAIG MINTER was stationed at the Atsugi Naval Air Facility.

VANESSA MINTER advised that she arrived at work at the American Airlines Southeastern Reservations Center around 6:30 a.m. on Tuesday, September 11, 2001. She showed her security badge to access the facility and was at her work station by about 7:00 a.m. MINTER normally works a shift from 7:00 a.m. to 3:30 p.m. MINTER stated that things were going pretty slow on the morning of September 11, 2001, and that she was not receiving many calls.

At approximately 7:59 a.m., MINTER received a telephone call at her work station from a female caller. The caller's first words were, "I think we're being hijacked." MINTER asked the caller if she could hold for a moment. MINTER looked for, but was unable to find, the emergency button on her phone pad. MINTER then speed dialed the American Airlines international resolution desk. Her call was answered by WINSTON (Last Name Unknown)(LNU). MINTER told WINSTON what the caller had said. MINTER then told WINSTON that she

Investigation on 09/12/2001 at Cary, North Carolina

File # 265D-NY-280350-CE Date dictated 09/12/2001

by SA 9/11 Law Enforcement Privacy

REQ. #35-13 000000447

CF 1020

was going to "open up the line," which resulted in she, WINSTON, and the caller all being on the telephone line at the same time. MINTER indicated that WINSTON was physically located on the other side of the building from her. WINSTON asked MINTER if she had pushed the emergency button on her phone. When MINTER responded negatively, WINSTON pushed the emergency button on his telephone. MINTER explained that pushing the emergency button causes the call to be recorded and also alerts the operations area so that one of their personnel can pick up the call. MINTER advised that she could tell from a light on her telephone that a supervisor from the Operations Department had gotten on the line. MINTER informed that BRENT (LNU) initially picked up the call for Operations. However, BRENT apparently quickly handed the call off to NYDIA GONZALES. MINTER advised that BRENT did not say anything while he was on the phone call.

MINTER stated that the caller was calm but scared. The caller identified herself as (First Name Unknown)(FNU) ONG. ONG initially said she was on American Airlines flight #12. ONG then amended her statement and said she was on flight #11 from Boston to Los Angeles. ONG said, "We're in the air." ONG told MINTER that she was sitting in a jump seat in the coach cabin in the back of the plane. When ONG said she was sitting in the jump seat, MINTER realized that ONG was either a crew member or crew-qualified. ONG stated that the #5 and the #1 had been stabbed. MINTER assumed that ONG was referring to other crew members when she referred to #5 and #1. ONG said something to the effect of, "It happened in the first class cabin." ONG mentioned that they were having trouble breathing. ONG indicated that something was in the air in the passenger cabin but did not clarify what it was. MINTER stated that ONG did not mention anything about oxygen masks being released. ONG said that they could not communicate with the cockpit. ONG stated that the hijackers were in the cockpit but did not indicate how they got in. ONG reiterated that #5 had been stabbed but that #5 was not seriously injured. ONG said that #1 was laying on the floor and was unconscious or dead. MINTER recalled ONG saying something about a passenger being stabbed and possibly being dead. ONG stated that they were trying to get through to the medical desk but could not get through. ONG said that there were no doctors on board.

MINTER stated that she thought ONG was relaying information that was being provided to her. She did not believe ONG could actually see what was going on. ONG did not indicate how she came to be sitting in the jump seat at the back of the plane. ONG stated that the passengers in the coach section of the airplane did not know what was going on.

MINTER advised that GONZALES broke into their conversation and asked if the pilot had made any announcements. ONG responded that no announcements had been made and added that they could not get through to the cockpit. ONG said they could not reach the co-pilot and stated something to the effect of, "They're (the hijackers) already in the cockpit." After telling GONZALES that they could not get through to the cockpit, ONG said that the plane was descending. ONG stated that the airplane was "flying sideways." WINSTON asked if she meant the plane was flying erratically. ONG said "Yes." MINTER remembered ONG saying the plane was leveling off and then that the wings were tilting. MINTER also recalled ONG saying that the airplane was "going down" but thought she meant the plane was just descending rather than about to crash.

MINTER stated that ONG kept repeating herself during the conversation. ONG said repeatedly that there were stabbings. MINTER recalled hearing references to the hijackers sitting in seats 2A and 2B in the first class cabin of the aircraft. MINTER was not sure whether she heard the references to seats 2A and 2B during the phone call with ONG or later while people were talking in the American Airlines operations area. At one point during the phone conversation, ONG requested MINTER and the other parties on the call to pray for them. MINTER recalled that, toward the end of the conversation, ONG said "Oh my God!" MINTER could not recall whether she heard the "Oh my God!" exclamation directly or was told that by someone after she got off the call. MINTER also remembered ONG saying that some of the passengers were moving because they were having difficulty breathing.

MINTER advised that she did not hear the end of the phone conversation with ONG. Near the end of the call, MINTER gave her headset to RAY SCOTT who was standing near her. SCOTT could not use MINTER's headset, because she had a custom-made earpiece. SCOTT went and got his headset. When SCOTT returned, he got on the line with ONG. MINTER stood by SCOTT as he listened to the conversation. After a short period of time, SCOTT took off his headset. When SCOTT took off his headset, MINTER realized that the plane had crashed or they had lost communication with ONG. MINTER stated that she was still going over in her mind what she had heard. MINTER estimated that she was on the telephone call with ONG for over 20 minutes before SCOTT took over for her.

MINTER stated that ONG did not give a description of the hijackers nor did she indicate how they were able to get into the cockpit of the airplane.

Following the termination of the telephone conversation with ONG, MINTER talked to her supervisor NEAL DRAKE. DRAKE told her she needed to write a statement documenting the conversation with ONG and be available for a debriefing. MINTER went to a conference room and wrote a statement describing the conversation with ONG. MINTER later ended up in the American Airlines operations area, although she was unsure how she got there.

While in the operations area, MINTER heard people talking about the hijacking. MINTER recalled someone saying something about information still being accessible in the system and heard KIP HAMILTON instruct someone to "block it," apparently to keep it from being seen by others. MINTER advised that the flight's manifest and passenger ticketing information were available in the operations area. Also while in the operations area, MINTER heard that the hijackers had purchased one-way airline tickets over the Internet.

While she was involved in the telephone conversation with ONG, MINTER pulled up some information on the flight on her computer. MINTER determined that flight #11 took off from Boston at 8:04 a.m. She learned that the airplane was a 767 with 92 passengers on board.

After writing her statement, MINTER waited around the operations area for awhile. MINTER began to feel that she was in the way in the operations area, so she left and went back to her terminal. At that point she felt calm and believed she was okay emotionally. MINTER took a couple of calls at her work station. The second call was from a woman in Denver who needed to travel to Frankfurt, Germany, for her mother's funeral. MINTER could not do anything to help the caller due to the suspension of all flights. The caller was upset, and that caused MINTER to become upset. At that point, MINTER left her work station and went to the lunch patio area. MINTER waited at the lunch patio in case someone needed to debrief her. MINTER tried not to speak to anyone about the telephone call with ONG, since she had been told not to talk about the conversation. MINTER stayed until 3:30 p.m. when she went home.

FD-302 (Rev. 10-6-95)

-1-

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

RE: LEAD CONTROL NUMBERS: DL267 AND CE66

[redacted] Reservations and Promotions Agent, AMERICAN AIRLINES (AA), Southeastern Reservation Office (SERO), Cary, North Carolina, was advised of the identity of the interviewing agent and the purpose of the interview. [redacted] then provided the following information:

[redacted] advised she remembered booking a reservation for a man approximately three weeks ago. She could not recall his name, but that he spoke with an accent, that from her experience, sounded like a Middle Eastern Accent, possibly from Saudi Arabi or Kuwait.

[redacted] advised this man wanted to book two one-way tickets from Boston to Los Angeles on September 11, 2001. This man specifically requested first class seating for this reservation. HAMED stated the gentleman also inquired as to what type of aircraft his flight would be booked on. [redacted] advised she booked two first class tickets on Flight 11, departing Boston on September 11, 2001, for this individual. [redacted] stated she believed that the two tickets she booked for this man were in the names of two gentleman with the same last name. These reservations were paid with a credit card at the time the reservation was taken.

9/11 Personal Privacy

[redacted] stated after she booked the Flight 11 reservations for this individual, he then stated he needed another reservation for another individual. [redacted] could only remember that this reservation was for another one-way ticket departing someplace from the East Coast and arriving on the West Coast and was for an individual or individuals other than the caller. She could not remember any names, class of service, or flight numbers in reference to this second reservation.

[redacted] advised this specific call and reservation stuck in her mind for several reasons. She said it was very unusual for her to book a one-way ticket, first class service, over three weeks in

Investigation on 09/13/2001 at Cary, North Carolina

File # 265D-NY-280350-CE Date dictated 09/13/2001

by SA 9/11 Law Enforcement Privacy

265D-NY-280350-CE

Continuation of FD-302 of [redacted] , On 09/13/2001 , Page 2

advance for any individual. She rarely, if ever, has done that in the past.

9/11
Personal
Privacy

(Rev. 08-28-2000)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 09/14/2001

To: Washington Field **Attn:** Command Post
New York

From: Washington Field
C-15/Criminal Intelligence Squad
Contact: IRS [redacted]

9/11 Law Enforcement Privacy

Approved By: [redacted]

Drafted By:

Case ID #: 265D-NY-280350-WF (Pending)
265D-NY-280350 (Pending)

Title: TWIN TOWER BOMBING
PENTBOMB

Synopsis: Phone analysis re Flight 175

9/11 Personal Privacy

Enclosure(s): Attached are original air phone records provided by Mark Rugg, GTE, [redacted] of calls placed the morning of 9/11/01 from Flight 175.

Details: The CIS was requested to analyze calls made from Flight 175 on 9/11/01 from 8:52am to 9:00am. This time frame immediately precedes the crashing of hijacked Flight 175 into the second twin tower of the World Trade Center.

The following calls, with the exception of calls to 650-[redacted] (a speed dial number employed by the airline), were placed from Flight 175 by the passengers via air phone utilizing credit cards:

[redacted] (2 calls - 8:52a, 9:00a)
This number was called using **American Express 373998200922007.** At 8:52am, the call lasted 1.39 minutes. At 9:00am, the call lasted 3.12 minutes. ChoicePoint lists the number to **C.Lee Hanson,** [redacted] (SSN [redacted] DOB [redacted]). It was determined that the following individuals are also listed at that address:

Eunice K. Hanson (SSN [redacted]
Lee L. Hanson (no SSN or DOB listed)
Peter B. Hanson (SSN [redacted])

9/11 First Responder/Family Privacy

9/11 Personal Privacy

[redacted] (3 calls - 8:52am, 8:56am, 8:57am)

This number is a speed dial airline number used to contact the **United Control Center** for maintenance purposes. At 8:52am, the call lasted 1.15 minutes. At 8:56am, the call lasted 31 seconds. At 8:57am, the call was not answered (or was terminated by the caller). This number is located in South San Francisco, CA.

[redacted] (2 calls - 8:52am, 8:54am)
(2 calls - 8:57am, 8:58am)

These numbers were called using **Visa 4388544031349510.**

The 8:52am call to [redacted] lasted 22 seconds. At 8:54am, [redacted] was called again but was not answered (or was terminated by the caller upon no response); which could mean that an answering machine picked up the call. ChoicePoint reverse lookup found this number listed to **Garnet E. Bailey,** [redacted]. It was determined that the following individuals are also listed at that address:

Katherine P. Bailey [redacted]
Todd G. Bailey [redacted]

The 8:57am call to [redacted] lasted 25 seconds. The 8:58am call to [redacted] lasted 9 seconds. No subscriber could be located on available databases. The number is located in Lynnfield, MA.

9/11 First Responder/Family Privacy

[redacted] (called at 8:58am)
(called at 9:00am)

These numbers were called using **MasterCard 5411951000-292790.**

The 8:58am call to [redacted] lasted 27 seconds. No subscriber could be located on available databases. The number is located in Barnstable, MA.

The 9:00am call to [redacted] lasted 1.00 minute. ChoicePoint reverse lookup found this number listed to **Leonard H. Sweeney,** [redacted] It was determined that the following individuals are also listed at that address:

Anne E. Sweeney [redacted]
John P. Sweeney
Luise A. Sweeney

CONCLUSIONS / RECOMMENDATIONS

Due to limited duration, several calls may not have reached an individual. All of the calls made from the flight were to domestic numbers, ostensibly to relatives/friends. GTE employee, Mark Rugg, advised the CIS that while each phone on the plane is not assigned a specific number (i.e., cannot specifically track which seat the caller was assigned), all calls were made from the rear of the plane; specifically rows 29-33 (33 being the last row).

The CIS recommends the Command Post set a lead for Squad C-1 to obtain information on the following credit cards which were used by the passengers of Flight 175 to place calls in-flight:

American Express #373998200922007
Visa #4388544031349510
Visa #4388544031349510

The CIS recommends the Command Post obtain complete and current subscriber information for all numbers called by passengers/crew from Flight 175. Refer to the below information for appropriate communications providers [redacted]

Southern New England Telephone
Attn: M.E.Garber, VP, General Counsel
310 Orange St, 8th Floor
New Haven, CT 06510-1719
Tel: 203-771-4638, Fax: 203-771-8989
[redacted]

9/11 First Responder/Family Privacy

Pacific Bell
Attn: Legal Process Center
485 South Monroe St, Suite 115
San Jose, CA 95128-5146
Tel: 408-554-7688, Fax: 214-464-2854
[redacted]

E

Verizon NE Inc
Attn: Corporate Security
1095 Avenue of the Americas, Suite 2900
New York, NY 10036
Tel: 212-395-0523, Fax: 212-921-4636
[redacted]

It is also recommended that individuals contacted by the passengers/crew of Flight 175 be contacted and interviewed for any information they may have been given about individuals and/or conditions aboard the aircraft during the hijacking.

FD-302 (Rev. 10-6-95)

9/11 Personal Privacy

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/14/2001

Allen Ferber, Security Officer, Department of Justice (DOJ) Command Center, Washington D.C., work telephone number (202) [redacted], was contacted at his residence through the DOJ Command Center. After being advised of the identity of the interviewing agent and the nature of the interview, Ferber provided the following information:

Earlier today at approximately 9:00am, Ted Olson or his assistant, Helen Voss, called the DOJ Command Center and requested a security officer come to Ted Olson's Office. Ferber did not receive the call, but was asked to go to Olson's office. The information he got was that Ted Olson's wife, Barbara Olson, was on a plane that was hijacked. He was told that the hijackers had knives and the passengers had been herded to the back of the plane.

He arrived at Ted Olson's office shortly after. Ted Olson had already received two (2) telephone calls from Barbara Olsen. Ferber sat and watched the television coverage of the World Trade Center (WTC) terrorist attack with Ted Olson for approximately ten (10) minutes. Ferber left the office before the coverage of the Pentagon plane crash.

After the Pentagon plane crash was reported on the news, he went back to Ted Olson's office. Olsen said to him, "the plane is down." Ferber told Olson he was very sorry and left the office.

Ferber advised that the only information he was given by the watch officer and by Ted Olson was that the hijackers had knives and that the passengers were herded to the back of the plane. This is what Barbara Olson had told Ted Olson.

Investigation on 9/11/01 at Washington, D.C. (telephonically)

File # 265A-NY-280350-302 Date dictated

by 9/11 Law Enforcement Privacy

REQ. #35-13 000000735

9/11 Personal Privacy

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/14/2001

Lori Lynn Keyton, Secretary, Department of Justice (DOJ), Washington, D.C., telephone number (202) [redacted], date of birth [redacted] was contacted telephonically at her residence through the DOJ Command Center at (202) 514-5000. After being advised of the identity of the interviewing agent and the nature of the interview, Keyton provided the following information:

Keyton was working in Ted Olson's Office this morning. She is regularly called there to cover the telephones. At approximately 9:00am, she received a series of approximately six (6) to eight (8) collect telephone calls. Each of the calls was an automated collect call. There was a recording advising of the collect call and requesting she hold for an operator. A short time later another recording stated that all operators were busy, please hang up and try your call later.

Keyton then received a collect call from a live operator. The operator advised that there was an emergency collect call from Barbara Olsen for Ted Olsen. Keyton advised that she would accept the call. Barbara Olsen was put through and sounded hysterical. Barbara Olsen said, "Can you tell Ted.." Keyton cut her off and said, "I'll put him on the line."

There was a second telephone call a few to five (5) minutes later. This time Barbara Olsen was on the line when she answered. She called direct. It was not a collect call. Barbara Olsen said, "It's Barbara." Keyton said, "he's on the phone with the command center, I'll put you through."

Keyton advised that there is no caller identification feature on the phone she was using. Keyton didn't know if Barbara Olson was calling from the phone on the plane or from her cell phone.

Investigation on 9/11/01 at Washington, D. C. (telephonically)

File # 265D-NY-280350-302 Date dictated

by 9/11 Law Enforcement Privacy

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/11/2001

Theodore Olson, Solicitor General, United States of America, was interviewed at his residence, [redacted] After being advised of the identity of the interviewing agents and the nature of the interview, Olson furnished the following information.

Barbara Olson, Theodore's wife, was a passenger on American Flight # 77, departing Dulles Airport at approximately 8:10am or 8:30am this morning, bound for LAX Airport in Los Angeles, California.

At approximately 9:00am this morning, he did not look at his watch, one of the women in his office advised him of the terrorist attack at the World Trade Center (WTC) in New York. He went to his back office and turned on the television. At that time they were rerunning film of the second plane hitting the WTC.

At this time one of the women in his office told him that Barbara was on the phone. Helen Voss is his regular secretary. She did not relay the call from his wife. It was someone else in the office. At the time he was thanking God that her flight could not have had enough time to get to New York. He picked up the call from his wife and spoke for about one (1) minute. Barbara told him that her plane had been hijacked. She said they had knives and box cutters. He asked if they knew she was on the phone and she replied that they didn't. Barbara told him that they put the passengers in the back of the plane. She had been sitting in first class. Olson's call was then cut off.

After the first call, Olson used his direct line to the Attorney General, but was unable to reach him, so he called the DOJ Command Center and requested someone come to his office. He told them that his wife's plane had been hijacked and gave them the flight number. He wanted to pass this information to someone who could possibly do something.

Shortly after, the same person buzzed him again and said Barbara was on the phone again. Barbara was put through to him. Barbara said the pilot had announced that the plane had been hijacked. She asked Olson what she should tell the captain to do. Olson asked

Investigation on 9/11/01 at Falls Church, Virginia

File # 265D-NY-280350-302 Date dictated

by 9/11 Law Enforcement Privacy

202 30777

her for her location. She said they were over homes and asked someone else in the plane who said they were traveling North East. Olsen told his wife that two planes had been hijacked and hit the WTC. Barbara did not seemed panicked. This call was then cut off. She didn't manifest anything about a crash. Olson then went back to the television and learned of the crash at the Pentagon.

Barbara did not say anything to describe the hijackers, but did refer to them as "they". She told him "they" had knives and box cutters. She did not make any statements about the hijackers stabbing or slashing the passengers.

Barbara Olson's cell phone number is (202) 365-5889. Olson doesn't know if the calls were made from her cell phone or the telephone on the plane. She always has her cell phone with her.

9/11 Personal Privacy

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/14/2001

Helen Voss, Special Assistant to the Solicitor General, United States of America, Department of Justice, Washington, D.C., work telephone number (202) [redacted], Date of Birth [redacted] was contacted telephonically at her residence through the DOJ Command Center at (202) 514-5000. After being advised of the identity of the interviewing agent and the nature of the interview, Voss furnished the following information:

Earlier this morning Barbara Olson called the office two (2) times to speak with her husband Ted Olson. Lori Keyton was the secretary that took both of these calls. Voss believes that both calls were collect calls.

Lori Keyton called to Voss to relay to Ted Olson that Barbara Olson was on the phone. Keyton said that Barbara is on the line and she's in a panic. Ted Olson was watching the television coverage of the terrorist attack at the World Trade Center (WTC). Ted Olson took the call and Voss heard him say, "hijacked!"

Ted Olson called the DOJ Command Center and asked for a security officer to come to his office. He thought the security officer would be able to talk to Barbara Olson if she called back. He relayed that his wife was on a hijacked plane. Ted Olson then came out of his office and said, "they have knives and they're making them go to the back of the plane."

Barbara Olsen then called back a second time and spoke with Ted Olsen.

Ted Olson and Voss went back to watch the television coverage and saw the crash at the Pentagon. Ted Olson said, "that's Barbara's plane."

The security officer from the DOJ Command Center arrived after the second phone call.

Investigation on 9/11/01 at Washington, D.C. (telephonically)

File # 265D-NY-280350-302 Date dictated

by [redacted] 9/11 Law Enforcement Privacy

202 22633

9/11 Personal Privacy

[redacted] telephone number [redacted], was contacted in reference to BA264 on September 11, 2001. After being advised of the identity of the interviewing Agent, [redacted] provided the following information:

[redacted] advised the tape was picked up by a female FBI Agent at [redacted] office early in the day. The Agent's card was at her office. A message has been left to find out the identity of the Agent.

[redacted] received a call from her sweetheart who was on Flight 77. He left a message on her machine saying hello sweetheart and he wanted to wish her a happy day. [redacted] believes the message was left before the plane was highjacked because he was calm.

[redacted] contacted the FBI because she felt there might be faint background noise or other sounds useful to the investigation.

IN 3221

(Rev. 08-28-2000)

FEDERAL BUREAU OF INVESTIGATION

Precedence: IMMEDIATE **Date:** 09/11/2001

To: Las Vegas
Counterterrorism ITOS/SIOG
New York
Washington Field

From: Dallas
International Terrorism
Contact: SA [redacted]

Approved By: [redacted]

Drafted By:

9/11 Law Enforcement Privacy

Case ID #: 265D-NY-280350 (Pending)
265D-WF-222811 (Pending)
265D-HQ-1348101 (Pending)

Title: TWIN TOWERS BOMBING
PENTBOM
MULTI-STATE BOMBING

Synopsis: Information concerning American Airlines Flight 77 and the World Trade Towers.

Details: The Dallas Division has received information from JANE ALLEN, Vice President for Flight Services, American Airlines, concerning a flight attendant who was on board American Airlines Flight 77 just before it crashed into the World Trade Towers. ALLEN advised that she received a telephone call earlier today from RON MAY, who is the father of a flight attendant on board this flight. MAY apparently told ALLEN that he received a call from his daughter, RENEE MAY, about 6:05 a.m., pacific time, 9/11/01. RENEE MAY told her father that she was in the First Class section of the flight and that six people had hijacked the airplane. RENEE MAY told her father that the hijackers were moving the crew and passengers to the rear of the airplane and attempting to gain access to the cockpit. At that point of the call, the telephone line went dead.

RON MAY can be contacted at telephone number [redacted] in the Las Vegas Division. He may have additional information concerning this airplane crash.

9/11 First Responder/Family Privacy

ser 19

To: Las Vegas From: Dallas
Re: 265D-NY-280350, 09/11/2001

LEAD(s):

9/11 First Responder/Family Privacy

Set Lead 1:

<u>LAS VEGAS</u>

<u>AT LAS VEGAS</u>

Contact and interview RON MAY, telephone number [redacted] [redacted] concerning the telephone contact he had with his daughter, RENEE MAY, who was on board American Airlines Flight 77. Report information, positive or negative, to the Counterterrorism Unit - ITOS/SIOC, New York Division, Washington Field Division, and the Dallas Division.

Set Lead 2:

<u>COUNTERTERRORISM</u>

<u>AT WASHINGTON, DC</u>

Read and clear.

Set Lead 3:

<u>NEW YORK</u>

<u>AT NEW YORK</u>

Read and clear.

Set Lead 4:

<u>WASHINGTON FIELD</u>

<u>AT WASHINGTON FIELD</u>

Read and clear.

♦♦

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 09/12/2001

To: FBI HEADQUARTERS

From: FBI HEADQUARTERS

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 265D-HQ-1348101 (PENDING)

Title: MULTI-STATE BOMBING

9/11 Law Enforcement Privacy

Synopsis: ICF #: HQ366

Details:

INFORMATION CONTROL FORM

9/11 Personal Privacy

Control Number: HQ366

Priority: ROUTINE Classification: SENSITIVE

Method of Contact: Telephone/Radio

Source: [redacted]

Affiliation: CITIZEN- ROCKVILLE, MD

Phone Number: [redacted]

Information Received Date: 09/11/2001 Time: 7:50 PM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: SHE GOT CALL FROM HER SWEETHEART (PER HIS MESSAGE) WHO WAS ON FLIGHT 77. HE LEFT MESSAGE FOR HER - JUST BEFORE THE INCIDENT. SHE THINKS MAY BE BACKGROUND INFO. SHE'LL SAVE AND AWAIT CONTACT FROM FBI. NO INDICATION OF IMPENDING DANGER IN MESSAGE.

Event Date: 09/11/2001 Time:

References:

Categories:

Event Reviewed By: [redacted]

9/11 Law Enforcement Privacy

Lead Required?: NO

◆◆

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 09/16/2001

To: WFO

From: COUNTERTERRORISM

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 265D-HQ-1348101 (PENDING)

Title: TWIN TOWERS BOMBING

Synopsis: ICF #: HQ1492

Details:

INFORMATION CONTROL FORM

9/11 Law Enforcement Privacy

Control Number: HQ1492

Priority: ROUTINE Classification: UNCLASSIFIED

Method of Contact: Written

Source: INTERNET TAR - 618

Affiliation:

Phone Number:

Information Received Date: 09/11/2001 Time: 7:49 AM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: INDIVIDUAL RECEIVED CELL PHONE CALL FROM TODD REUBEN, PASSENGER ON FLIGHT 77. SAVED MESSAGE - MIGHT HAVE BACKGROUND NOISE WHICH WOULD BE HELPFUL TO INVESTIGATION. SEARCH REMOTE ADDRESS 208.200.215.136

Event Date: Time:

References:

Categories:

Event Reviewed By: [redacted] 9/11 Law Enforcement Privacy

Lead Required?: YES

LEAD (s):

Set Lead 1:

WFO

AT WASHINGTON, DC

Lead Control Number: HQ1492
Assigned To "WFO" on 09/15/2001 at 6:10 PM

CONTACT [redacted] AND OBTAIN RECORDING OF MESSAGE LEFT BY PASSENGER OF FLIGHT #77. MAY HAVE BACKGROUND NOISE.

9/11
Personal
Privacy

◆◆

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: IMMEDIATE **Date:** 09/18/2001

To: DALLAS **Attn:** [redacted]

From: DALLAS

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 265D-NY-280350-DL (PENDING)

Title: TWIN TOWER BOMBING

9/11 Law Enforcement Privacy

Synopsis: ICF #: DL99

Details:

INFORMATION CONTROL FORM

Control Number: DL99

Priority: IMMEDIATE Classification: UNCLASSIFIED

Method of Contact: Telephone/Radio

Source: [redacted]

Affiliation: FBI

Phone Number: [redacted]

Information Received Date: 09/11/2001 Time: 3:25 PM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: INFORMATION PROVIDED BY JANE ALLEN, VP FOR FLIGHT SERVICES OF AMERICAN AIRLINES, THAT RON MAY AND HIS WIFE RECEIVED A CALL FROM THEIR DAUGHTER, RENEE MAY, AROUND 6:05 PACIFIC TIME. RENEE MAY WAS A FLIGHT ATTENDANT IN FIRST CLASS ON AMERICAN AIRLINES FLIGHT 77. RENEE TOLD HER PARENTS THAT THE PLANE WAS BEING HIJACKED BY 6 PEOPLE. RENEE SAID THEY WERE MOVING ALL OF THE CUSTOMERS AND FLIGHT

ATTENDANTS TO THE BACK OF THE PLANE AND ATTEMPTING TO GAIN ACCESS TO THE COCKPIT AND AT THAT POINT THE LINE WENT DEAD. THE PHONE NUMBER FOR RON MAY IS [redacted]. THIS IS COVERED BY THE LAS VEGAS OFFICE

Event Date: 09/11/2001 Time: 6:05 AM

References:

Categories: AMERICAN AIRLINES INFORMATION
TIME LINE INFORMATION VICTIM

Event Reviewed By: KC

Lead Required?: YES

9/11 First Responder/Family Privacy

LEAD (s):

Set Lead 1:

DALLAS

AT DALLAS, TX

Lead Control Number: DL99
Assigned To '[redacted] on 09/11/2001 at 7:30 PM

PREPARE EC REQUESTING INTERVIEW OF RON MAY FATHER OF AA FLT 77 FLIGHT ATTENDANT RENEE MAY.

◆◆

9/11 Law Enforcement Privacy

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 10/16/2001

To: WFO **Attn:** [redacted]

From: WFO

Approved By: [redacted]

Drafted By:

Case ID #: 265A-NY-280350-WF (PENDING)

Title: PENTTBOMB

9/11 Law Enforcement Privacy

Synopsis: ICF #: WF1899

Details:

INFORMATION CONTROL FORM

Control Number: WF1899

Priority: ROUTINE Classification: UNCLASSIFIED

Method of Contact: Telephone/Radio

Source: OLSON, TED

Affiliation: BARBARA OLSON WIFE VICTIM FL #77

Phone Number:

Information Received Date: 09/13/2001 Time: 10:30 AM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: TED OLSON SOLICITOR GENERAL US OF A WAS INTERVIEWED ON 09/11/01. HIS WIFE BARBARA OLSON WAS A PASSENGER ON FLIGHT #77 . ON 09/13/01 OLSON ADVISED HE HAD NEW MESSAGES ON HIS VOICE MAIL AT HIS OLD LAW FIRM-HIS OLD SECRETARY WOULD PROVIDE ACCESS TO THESE CALLS TO THE FBI.

Event Date: 09/13/2001 Time: 10:30 AM

References:

Categories:

Event Reviewed By: [redacted] 9/11 Law Enforcement Privacy

Lead Required?: YES

LEAD (s):

Set Lead 1:

WFO

AT WASHINGTON, DC

9/11 Law Enforcement Privacy

Lead Control Number: WF1899
Assigned To "[redacted]" on 09/13/2001 at 2:15 AM

CONTACT JILL STERNER, OFFICE ADMINISTRATOR, GIBSON DUNN & CRUTCHER FOR ACCESS TO MAIL OF OLSON

◆◆

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 10/22/2001

To: NORFOLK

From: NORFOLK

Approved By: [redacted]

Drafted By: [redacted]

9/11 Law Enforcement Privacy

Case ID #: 265A-NY-280350-NF (PENDING)

Title: PENTTBOMB

Synopsis: ICF #: NF2302

Details:

INFORMATION CONTROL FORM

Control Number: NF2302

Priority: ROUTINE Classification: UNCLASSIFIED

Method of Contact: Telephone/Radio

Source: [redacted]

Affiliation:

Phone Number: [redacted]

Information Received Date: 10/20/2001 Time: 5:00 PM

9/11 Personal Privacy

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: [redacted] IS TRYING TO SEE IF HIS DAUGHTER WAS A VICTIM ON FLIGHT 77. CALLER JUST FOUND OUT TODAY FROM HIS EX-WIFE THAT EX-WIFE HAD RECEIVED A MESSAGE ON HER ANSWERING MACHINE AT 8:32 AM, 9/11/01. THE MESSAGE WAS A GARBLED SOUND AND THE LINE WENT DEAD. THE CALL WAS FROM A CELL PHONE. CALLER CALLED AMERICAN AIRLINES AND WAS TOLD THE HOTLINE NUMBER FOR VICTIM INFORMATION NO LONGER EXISTED. CALLER CALLED AMERICAN RED CROSS WHO REFERRED HIM TO

AMERICAN AIRLINES, AND IF THEY DID NOT HELP TO CALL THE FBI.

CALLER'S LAST KNOWN WHEREABOUTS OF HIS DAUGHTER WAS SHE LIVED IN MILWAUKEE, WISCONSIN. DAUGHTER SERVED IN U.S. MARINES FROM 1993 TO 1996. DAUGHTER'S MARRIED NAME IS [redacted] HER FULL NAME IS [redacted] HER EX-HUSBAND, [redacted] LIVES IN CALIFORNIA AND DOES NOT KNOW WHERE SHE IS. CALLER SAID A FRIEND OF HERS IS [redacted] A PHYSICIST. CALLER SAW ON LIST OF PASSENGERS THE NAMES OF [redacted] AND [redacted]-PHYSICIST. CALLER THINKS MAYBE [redacted] MAY BE HIS DAUGHTER.

9/11 Personal Privacy

CALLER WAS PROVIDED WITH VICTIM'S TOLL FREE NUMBER, (800) 831-0075. CALLER WAS ALSO GIVEN THE NUMBER FOR THE VIRGINIAN PILOT, SINCE THEY MAY KNOW THE PROPER AMERICAN AIRLINES NUMBER TO FIND OUT WHO [redacted] IS (THE VIRGINIAN PILOT HAD LISTED NAMES OF VICTIMS IN PAPER).

CALLER CALLED BACK AT 5:30 PM. CALLER WAS GIVEN THE MISSING PERSONS TOLL FREE NUMBERS, 800-877-3272 AND 800-829-1807. CALLER WAS ALSO PROVIDED WITH 800 NUMBER FOR AMERICAN AIRLINES PASSENGER AND INFORMATION AND WAS TOLD TO ASK FOR AMERICAN AIRLINES CORPORATE HEADQUARTERS NUMBER SO HE CAN CHECK ON NAMES LISTED ON VICTIM LIST.

CALLER DOES NOT KNOW DAUGHTER'S FRIENDS OR WHERE SHE WORKS. CALLER SAID SHE WAS GOING TO MARYLAND.

Event Date: Time:

References:

Categories:

Event Reviewed By: SB

Lead Required?: NO

◆◆

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY **Date:** 12/15/2001

To: WFO **Attn:** [redacted]

From: WFO

Approved By: KD

Drafted By: [redacted]

Case ID #: 265A-NY-280350-WF (PENDING)

Title: PENTTBOMB

Synopsis: ICF #: WF334

Details:

INFORMATION CONTROL FORM

Control Number: WF334

Priority: PRIORITY Classification: UNCLASSIFIED

Method of Contact: Telephone/Radio

Source: [redacted]

Affiliation:

Phone Number:

Information Received Date: 09/11/2001 Time: 7:49 PM

Prepared By: [redacted]

Component/Agency: I&I/FBI

Event: CELL-[redacted]
HOME-[redacted] RECEIVED AN IN-FLIGHT MESSAGE. TODD RUEBEN, A PASSENGER ON FLIGHT #77 LEFT HER A MESSAGE WHILE HE WAS ON THE PLANE. SHE HAS MESSAGE SAVED.

9/11 Law Enforcement Privacy

9/11 Personal Privacy

Event Date: 09/11/2001 Time:

References:

Categories: AIRPLANE, HOSTAGES, INFORMATION, PENTAGON, VICTIM

Event Reviewed By: [redacted]

9/11 Law Enforcement Privacy

Lead Required?: YES

LEAD (s):

Set Lead 1:

WFO

AT WASHINGTON, DC

Lead Control Number: WF334
Assigned To "[redacted]" on 09/12/2001 at 7:20 AM

9/11 Law Enforcement Privacy

CONTACT [redacted] REGARDING CONTENTS OF MESSAGE ON ANSWERING MACHINE.

9/11 Personal Privacy

◆◆

RENEE would often speak on the telephone with her parents. RENEE spoke with her mother NANCY on Sunday, 09/09/2001, and with her father RONALD on Monday, 09/10/2001. On both occasions RENEE sounded "happy". On the morning of 09/11/2001, NANCY woke up at 6AM to get ready for work. After letting their dog out in the yard, the telephone rang. It was RENEE calling from the airplane. RENEE told her mother that she was on Flight 77 from Dulles to Los Angeles, and that they had been taken over by six hijackers. RENEE stated that they were all put in the back of the plane. RENEE then asked her mother to call American Airlines, and provided the telephone numbers. NANCY heard a male voice in the background, which she believed to be another member of the flight crew, giving another telephone number for American Airlines. RENEE provided a total of three telephone numbers for American Airlines. RENEE then stated "I love you, Mom" before the telephone call was cut off. During the telephone call, NANCY had taken notes and written down the telephone numbers that RENEE had provided.

After the call was terminated, NANCY yelled for her husband who was upstairs. NANCY called the first telephone number for American Airlines, at which no one answered. NANCY then called another telephone number for American Airlines and spoke with PATTY CARSON. NANCY repeated to CARSON what RENEE had stated during their conversation. RONALD took the telephone from NANCY and spoke to CARSON, who stated that RENEE must have been on the airplane that hit the World Trade Center. RONALD advised her that since RENEE had just called, she could not have been on that airplane.

NANCY advised that the telephone call from RENEE lasted one minute or less. RENEE did not provide any description of the hijackers.

Following the telephone call, RONALD and NANCY watched television and learned that the airplane that had been crashed into the Pentagon was Flight 77. American Airlines telephoned later in the day to inform RONALD and NANCY that there had been no survivors of the crash.

9/11 First Responder/Family Privacy

Rockville, Maryland. RONALD and NANCY advised that RENEE also had made a telephone call to [redacted] at his office, on the morning of 09/11/2001, but did not speak to him. RENEE had planned to stay with a high school friend named CHERYL after her arrival in Los Angeles on 09/11/2001. CHERYL had not received a telephone call from RENEE on 09/11/2001, and did not know of RENEE's death until later on 09/11/2001.

Memorial services were held in RENEE's honor in Baltimore on 09/24/2001, at the church of her baptism in Buffalo, and in San Diego. The remains of RENEE were cremated and her ashes were put in two urns. One of the urns was buried in a cemetery in Rockville, Maryland, and the ashes of the other urn were dispersed over the ocean in San Diego on 12/23/2001.

9/11 First Responder/Family Privacy

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 06/28/2002

[redacted] home telephone number [redacted], work telephone number [redacted], was interviewed telephonically. After being advised of the identity of the interviewing agent and the nature of the interview, [redacted] provided the following information.

[redacted] was engaged to RENEE MAY, a flight attendant on American Airlines Flight 77 who was killed after the plane was hijacked and crashed into the Pentagon on 09/11/2001. MAY had attempted to contact [redacted] on the morning of 09/11/2001, but did not talk to him. [redacted] advised that the caller identification (ID) of his business telephone [redacted] had indicated that MAY had called. The telephone does not have an answering machine nor a voicemail system, and no one had answered the call from MAY.

[redacted] could not provide further details, to include the time of the telephone call.

9/11 First Responder/Family Privacy

Investigation on 06/10/2001 at Alexandria, Virginia

File # 265A-NY-280350 Date dictated

by 9/11 Law Enforcement Privacy